



## **CalFresh expansion for SSI Recipients**

### **County Contingency Questions**

- 1. Your lobby has a capacity of 63 persons. One of your managers just took a count and you currently have 123 people in the lobby. Not everyone has a place to sit and the line is out the building. The fire marshal arrives, informs you that the county is going to be cited, and you need to reduce the number of people in your lobby to 63. What steps do you take?**
- 2. You received an overflow of online applications. Given staffing and current processing times, you calculate that you will not be able to meet three-day timeliness for ES eligible households. What steps do you take?**
- 3. On May 30<sup>th</sup> your leadership team starts to hear rumors that there is a labor related work stoppage that will impact lobby traffic, as well as those assigned to online processing. What steps do you take?**
- 4. Part 1) It is June 3<sup>rd</sup> at 10:00am and your current phone hold time is 90 minutes. What steps do you take? Part 2) It is June 3<sup>rd</sup> at 4:00pm and your current phone hold time is 90 minutes. What do you do?**
- 5. Your county eligibility system is down (CalWIN, C-IV, LRS), there is no expected timeframe to get the system back up and running. Your lobby is full and call hold times are increasing. What steps do you take?**
- 6. It is June 4<sup>th</sup>. Due to an overwhelming number of customers applying for CalFresh in person, the lobby wait times are approaching 4 hours. A customer has fainted in the lobby. The customer was not accompanied by a caretaker or relative. What steps do you take?**
- 7. There is an emergency and you must evacuate the building. Clients must also evacuate, including the elderly and persons with disabilities? What steps do you take to ensure that the needs of the clients are met during the evacuation?**
- 8. A natural disaster occurs in May. Your attention is diverted to emergency response, including a possible D-CalFresh operation in June. County staff are working in shelters and there is an impact on office and call center staffing capacity. What do you do?**
- 9. The media has been alerted of long wait times in the lobby. The media is interviewing clients standing outside of the office. Additionally, a member of your County Board of Supervisors has called your Director and asked for an immediate update. What do you do?**